



Control Number: 50664



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March 22, 2020

Public Utility Commission of Texas
1701 N. Congress Ave.
Austin, TX 78701

RE: Project No. 50664, issues Related to the State of Disaster for Coronavirus Disease 2019

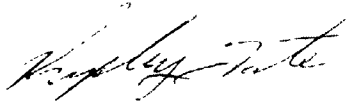
Web Fire Communications, LLC ("Web Fire") is grateful for the leadership of government officials and health care workers from across the state while we all work diligently to help our fellow Texans during this ongoing public health emergency. We recognize the important responsibilities that we and other Internet and telecommunications providers have to our customers during this emergency, and we are taking our service responsibilities very seriously because it is so important that Texans stay connected during this time of crises. Such connectivity is crucial to helping slow the spread of the virus.

Web Fire is actively working to assist those impacted by the COVID-19. We are grateful to have deployed reliable networks throughout our service territories that can be utilized to help keep our customers connected during this disaster. Our services are allowing our customers to practice the recommended social distancing by working from home, using remote or distance learning, keeping in touch with loved ones remotely, engaging in online commerce to obtain the supplies they need, and/or accessing telemedicine resources. Specifically, Web Fire has implemented the following voluntary measures to assist customers:

- We support the Federal Communications Commission ("FCC") Keep Americans Connected Pledge, meaning we are not disconnecting services and are not charging late payment fees for customers who are unable to pay due to the economic impacts of COVID-19.
- We are providing free installations to connect service for households with students.
- We are also providing public WiFi access points for students and other members of the public.
- We are serving Wichita, Clay and Wilbarger counties emergency operations centers.
- Our customers and employees have implemented additional safety protocols to promote the containment of covid-19 and to ensure their health and safety in the field.
- The situation is fluid, so we will continue to carefully monitor the Commission, the FCC, the Centers for Disease Control and Prevention, the World Health Organization, the Federal Emergency Management Agency, and other relevant agencies for guidelines and best practices to keep our employees and customers safe. We are also keeping in touch with local officials and leaders in relevant communities.

- We will keep the Commission informed of any additional material commitments regarding COVID-19 in this project. To the extent it may be necessary, Web Fire respectfully requests Commission action related to the suspension of rules requiring tariff pre-approval to waive installation charges or offer promotions to assist customers during this outbreak. Should the Commission or any customers have questions or concerns, Web Fire can be reached at (940)691-7577 or info@wf.net

Sincerely,

A handwritten signature in black ink, appearing to read "Ripley Tate", with a stylized flourish at the end.

Ripley Tate
President